Business Intelligence and the PMA

Driving Performance Improvement

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BI, DW, and Performance Management
Introduction

- What is Business Intelligence?
  - Business information
  - Business analyses
  - Structured decision-making
- What is a Data Warehouse?
  - Integrated, historical information about business performance
  - It's the "plumbing" that enables business intelligence.
- BI and DW are about Performance Management

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BI, DW, and the PMA
Background

- PMA reinforces legislation and regulations aimed at government performance management and improvement:
  - GPRA,
  - GMRA,
  - CFO Act,
  - FFMIA,
  - JFMIP,
  - FASAB SFFAS No. 4,
  - OMB A-123 revised

In a survey of government business and technical professionals, respondents were asked to ***choose which issues were driving their BI/DW initiatives:***

- 51.4% - Improved Financial Performance
- 48.6% - Budget & Performance Integration
- 40.0% - GPRA
- 40.0% - Expanded Electronic Government

Source: DecisionPath Consulting

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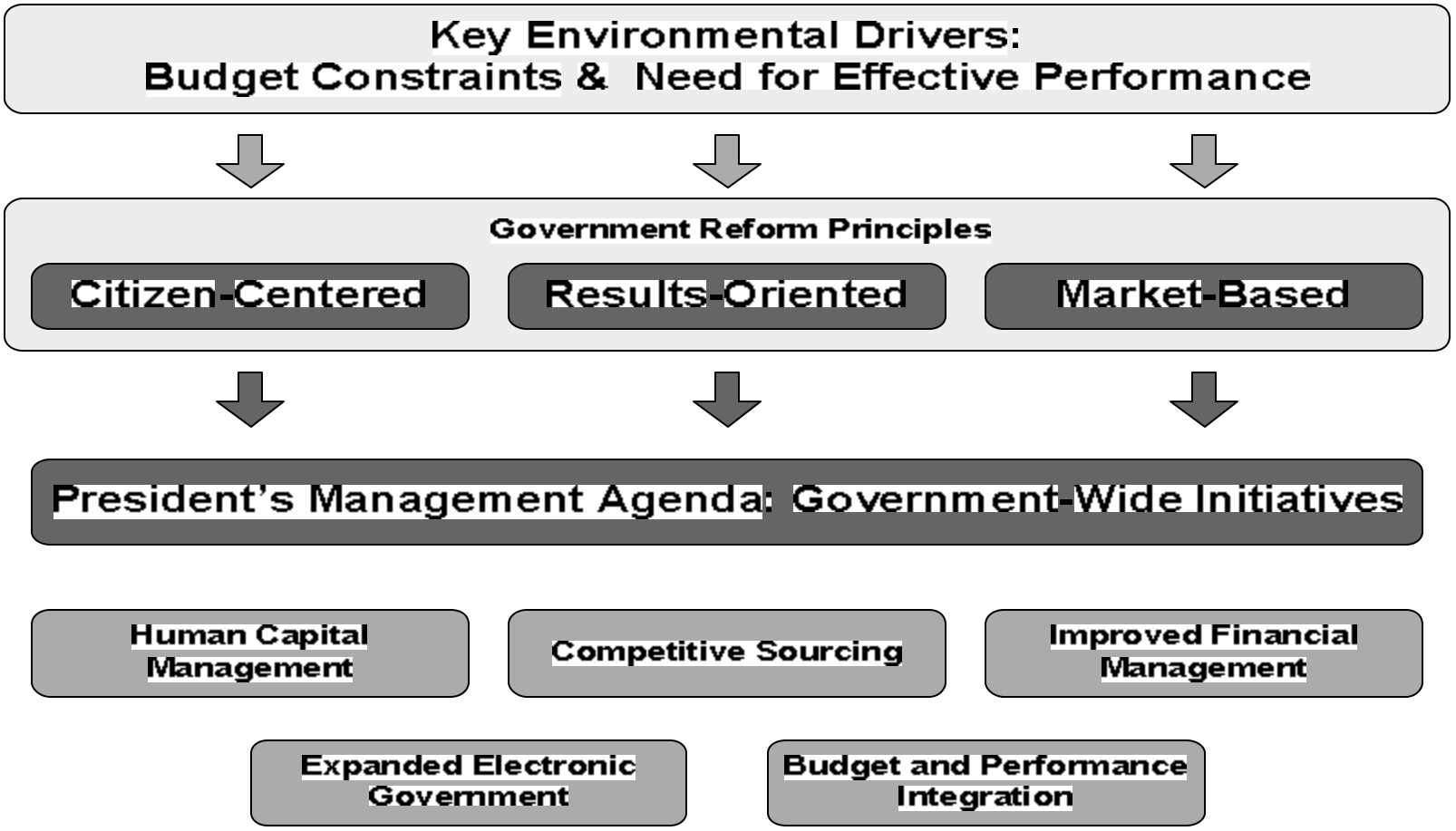
BI, DW, and the PMA
Key PMA Objectives



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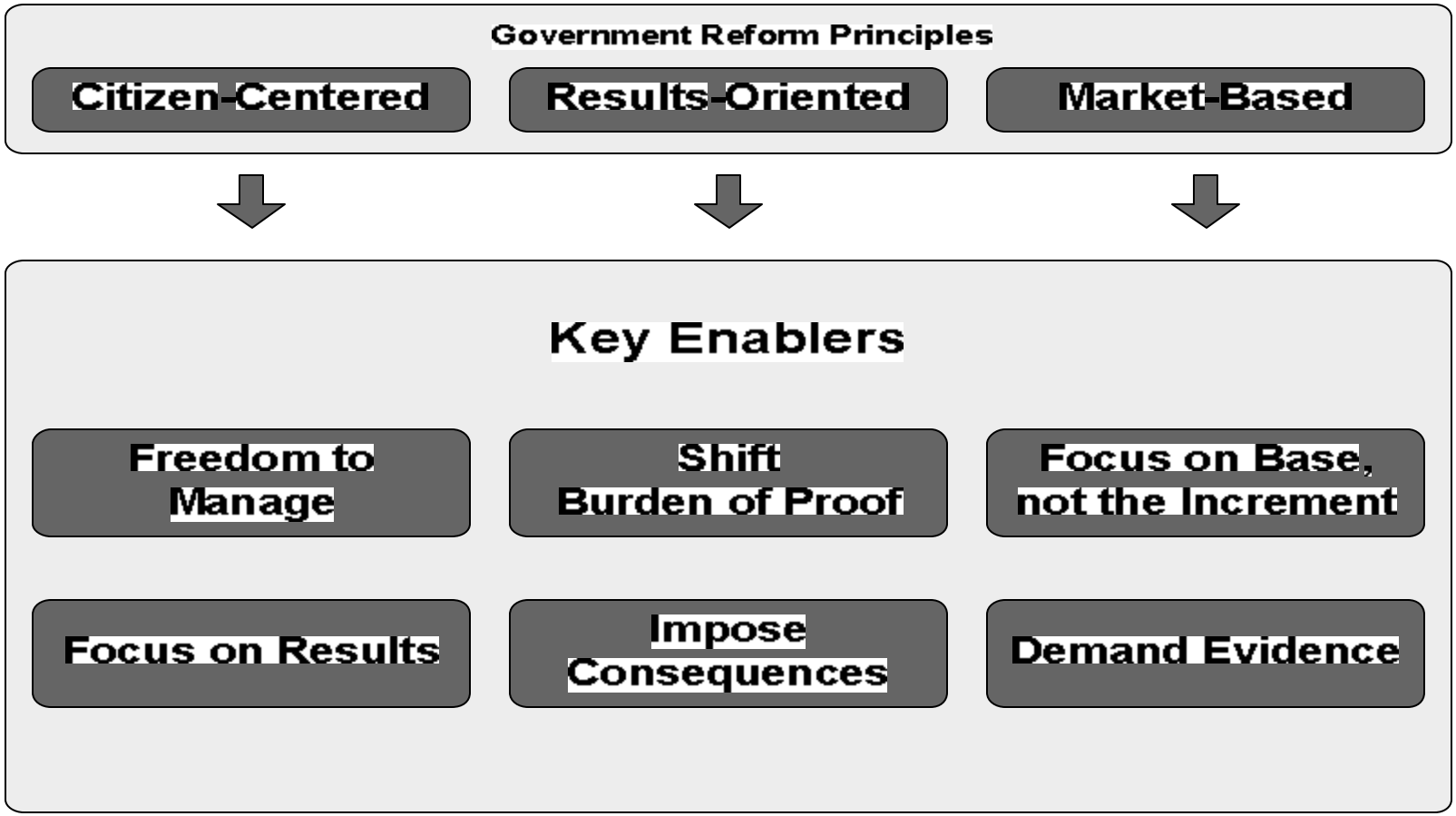
BI, DW, and the PMA
Key PMA Enablers



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BI, DW, and the PMA
The Business Case

Improving Government Performance: Information, Analyses, and Decision Support

Citizen-Centered	Service to citizens metrics and trend analyses; citizen survey results over time; scorecards for service to citizens initiatives
Results-Oriented	GPRA and PART data over time; program improvement metrics – outputs and outcomes; productivity metrics
Market-Based	Full cost of agency service delivery and/or outputs; cost trends overtime; comparative costs with private industry
Human Capital Management	Trend data about numbers of management vs. front-line positions; trends data about hiring cycle times
Competitive Sourcing	Full cost of agency service delivery and/or outputs; cost trends overtime; comparative costs with private industry
Improved Financial Management	Trend data re erroneous payments; financial performance metrics; integrated financial and performance data; cost data
Expanded Electronic Government	Operating cost trends; citizen service trends; process improvement metrics
Budget and Performance Integration	Program performance and cost trends; scorecards for performance improvement initiatives; PART results

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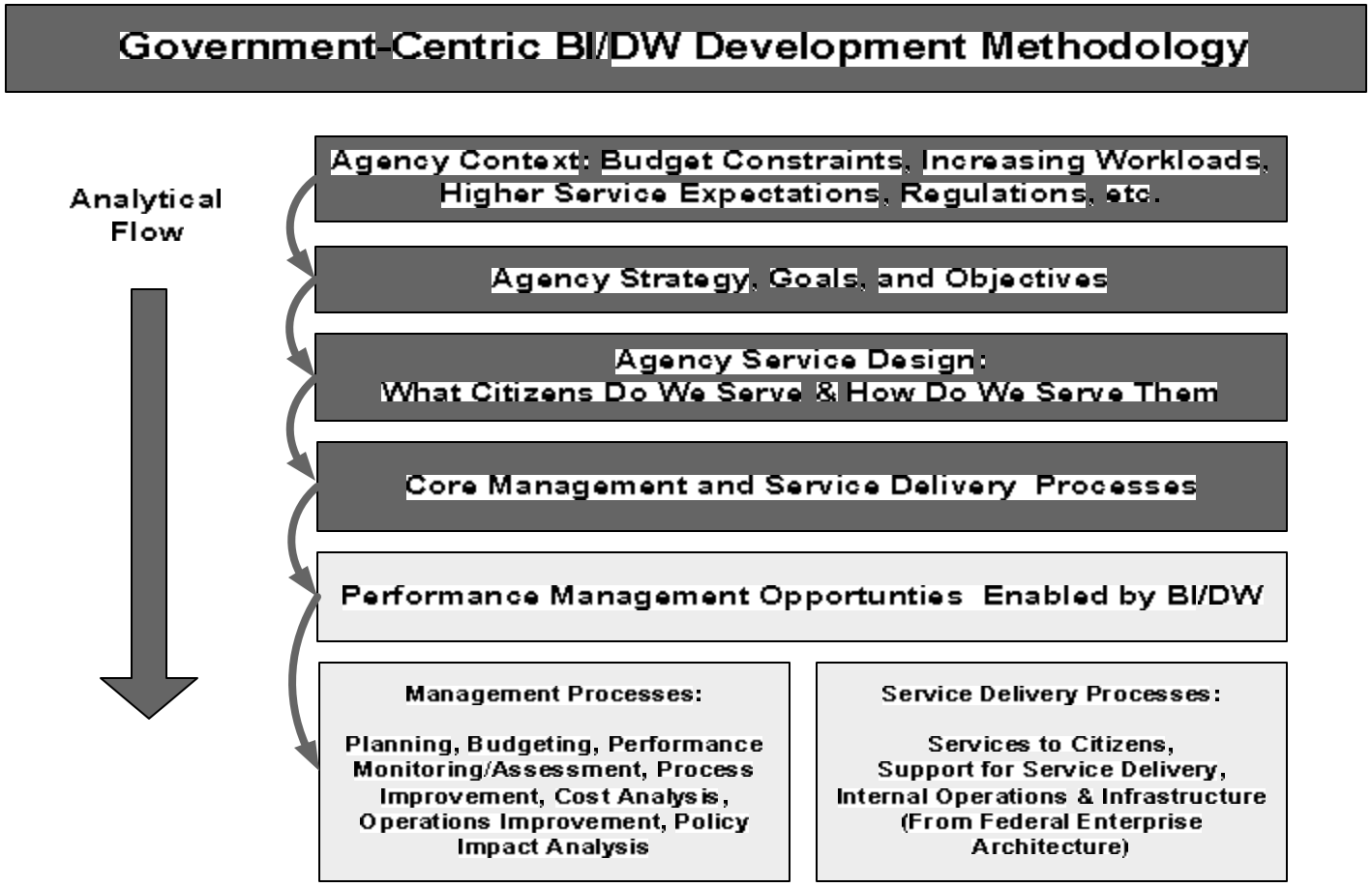
BI/DW Methodology & the PMA
Better Methods for Better Results



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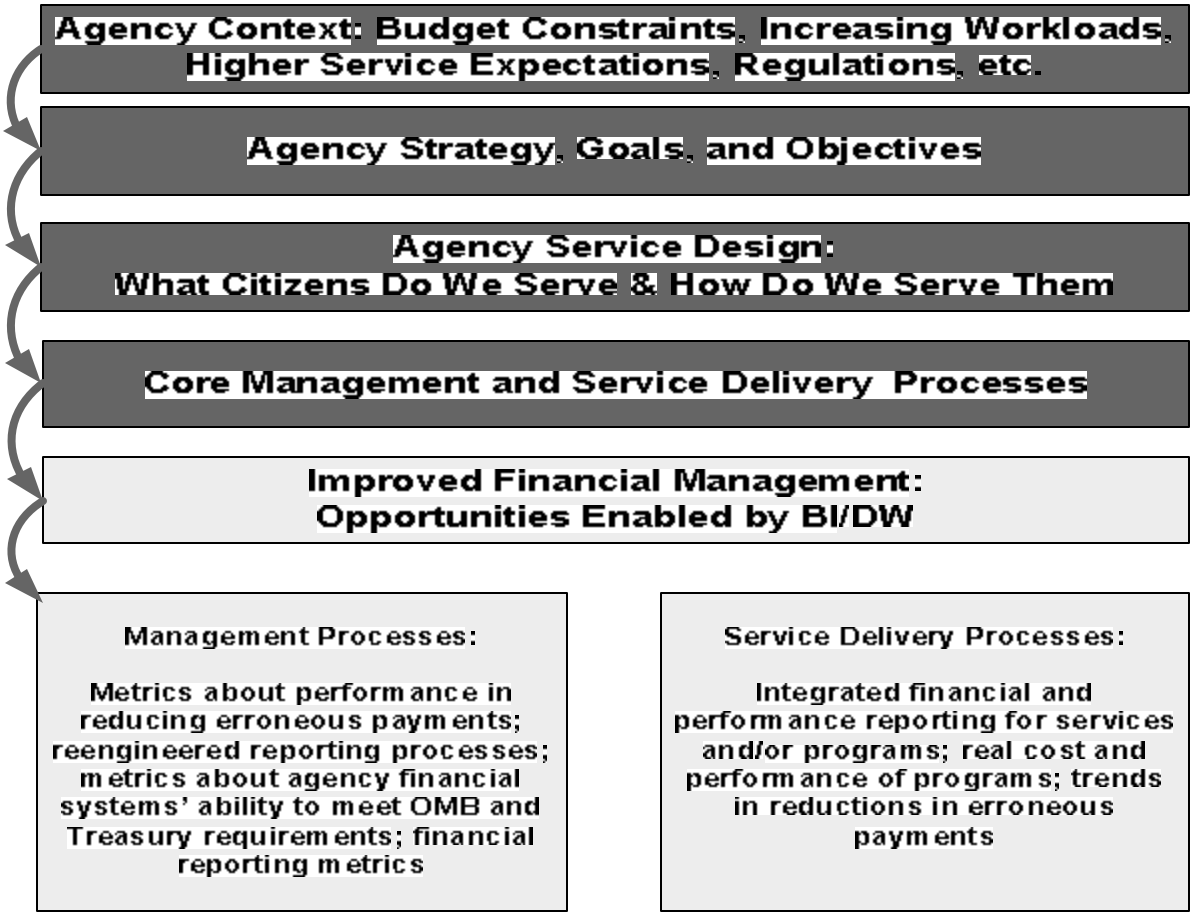
BI, DW, and the PMA
Improved Financial Management



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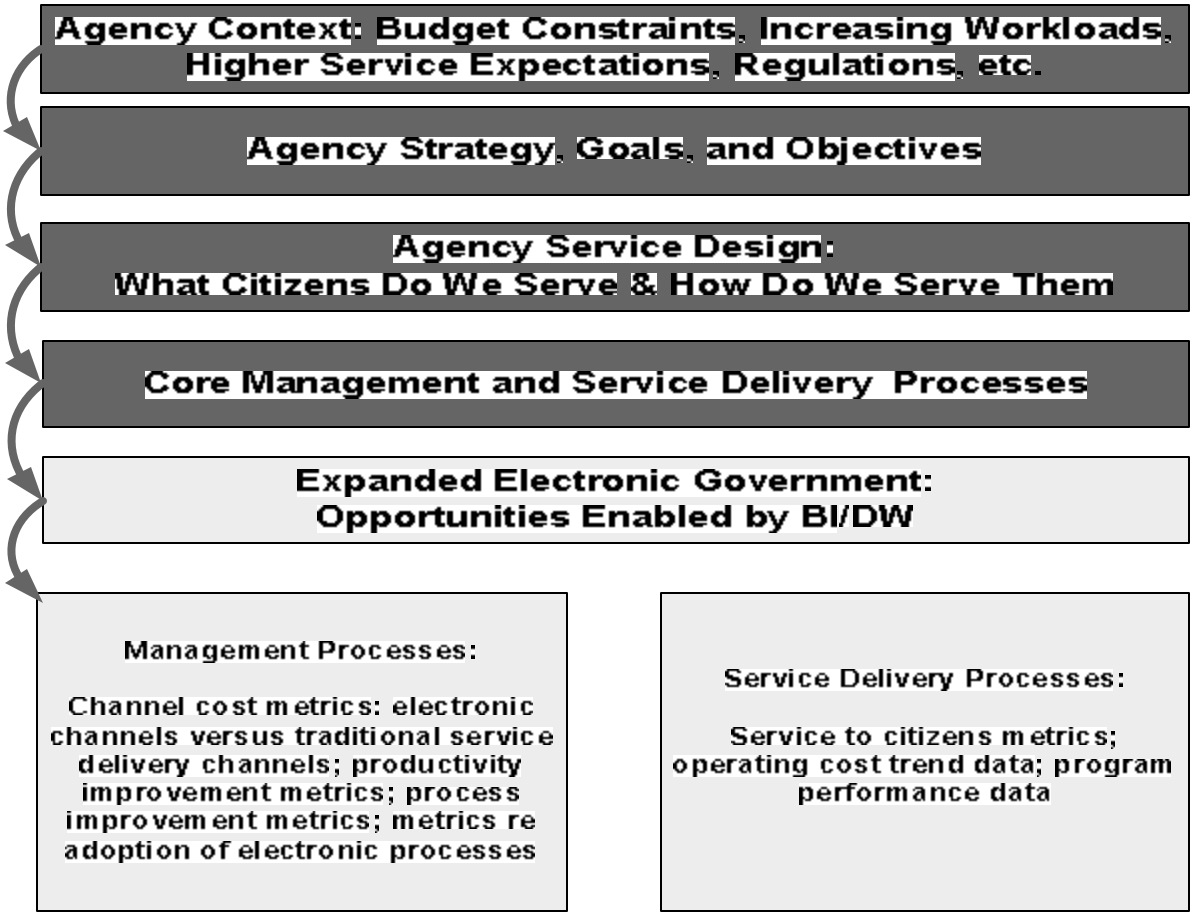
BI, DW, and the PMA
Expanded Electronic Government



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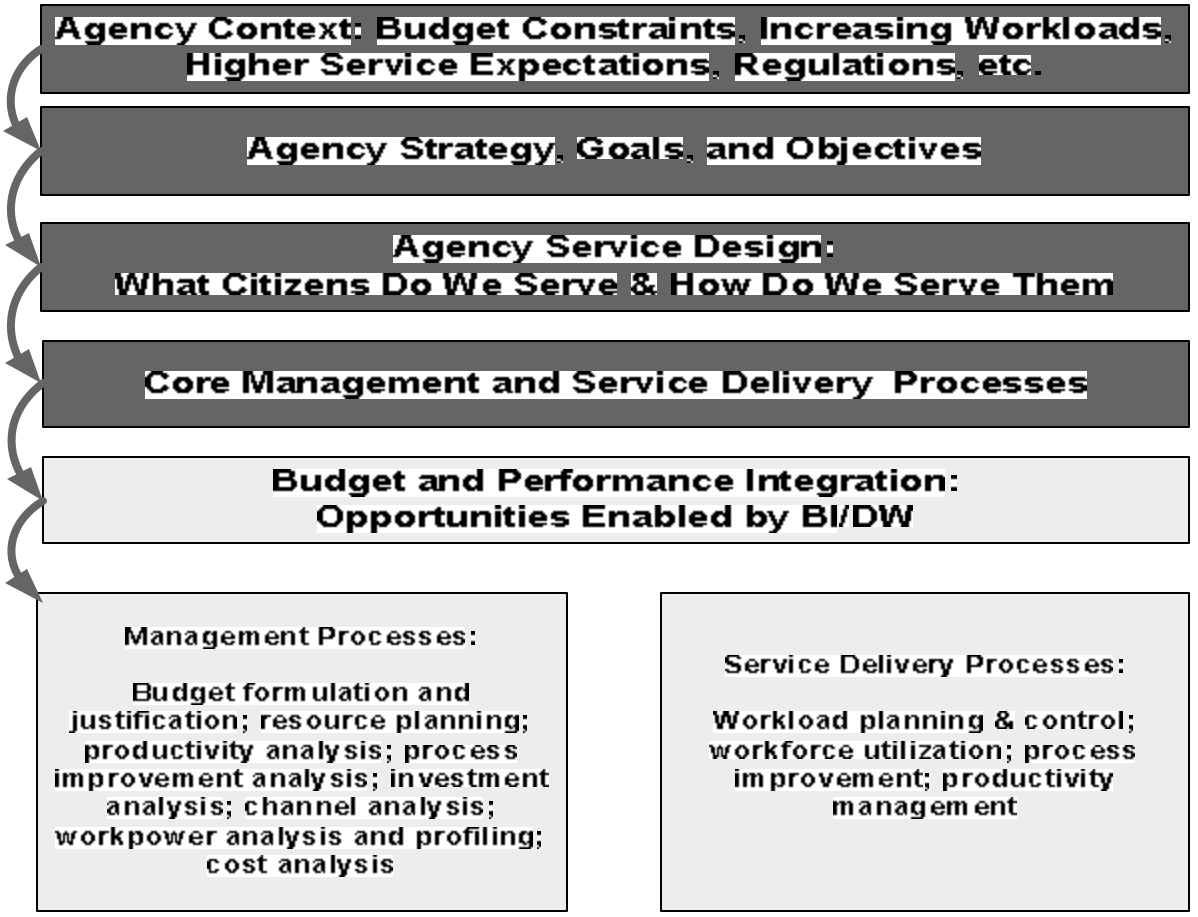
BI, DW, and the PMA
Budget & Performance Integration



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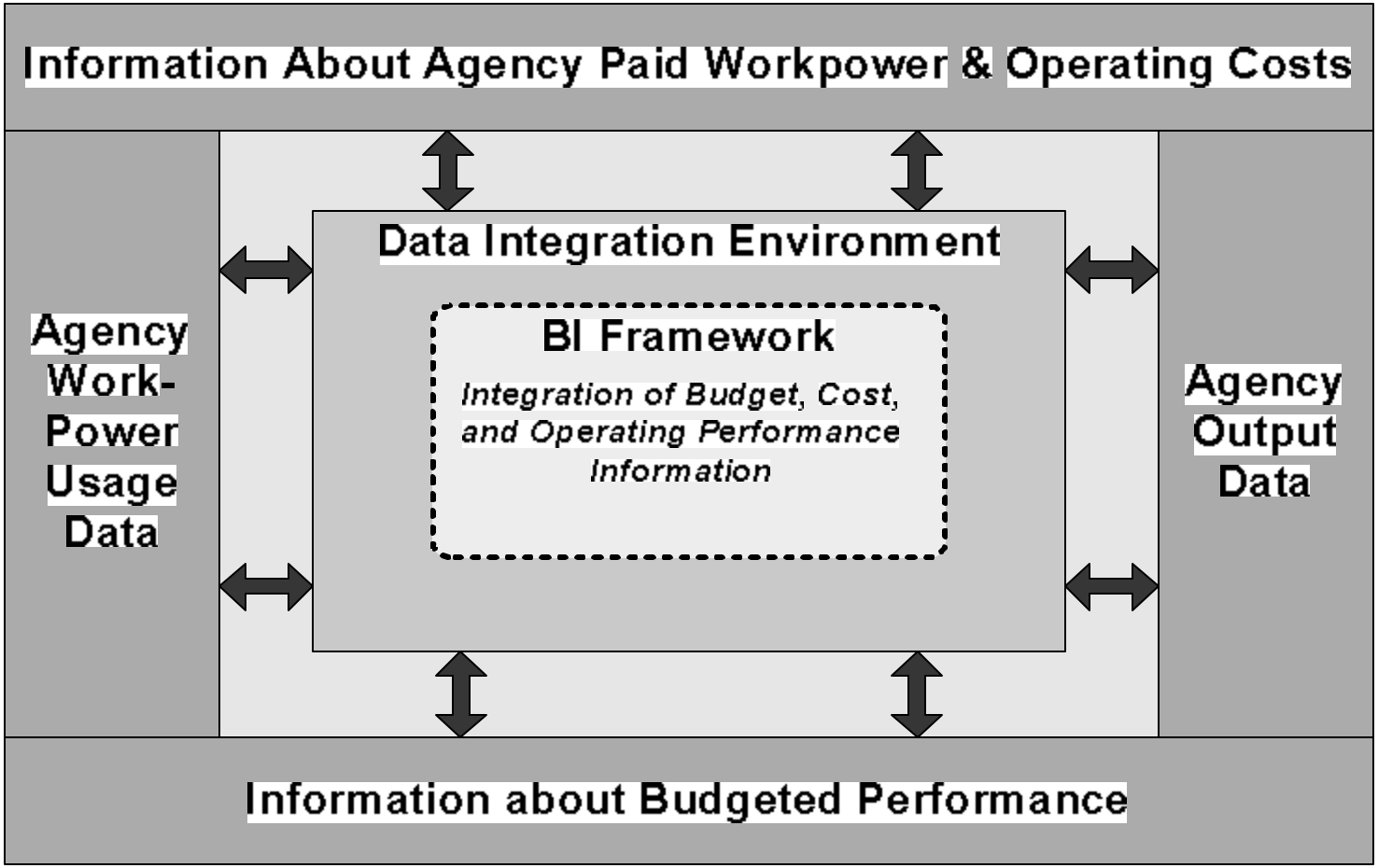
BI, DW & the PMA Case Example
Budget & Performance Integration



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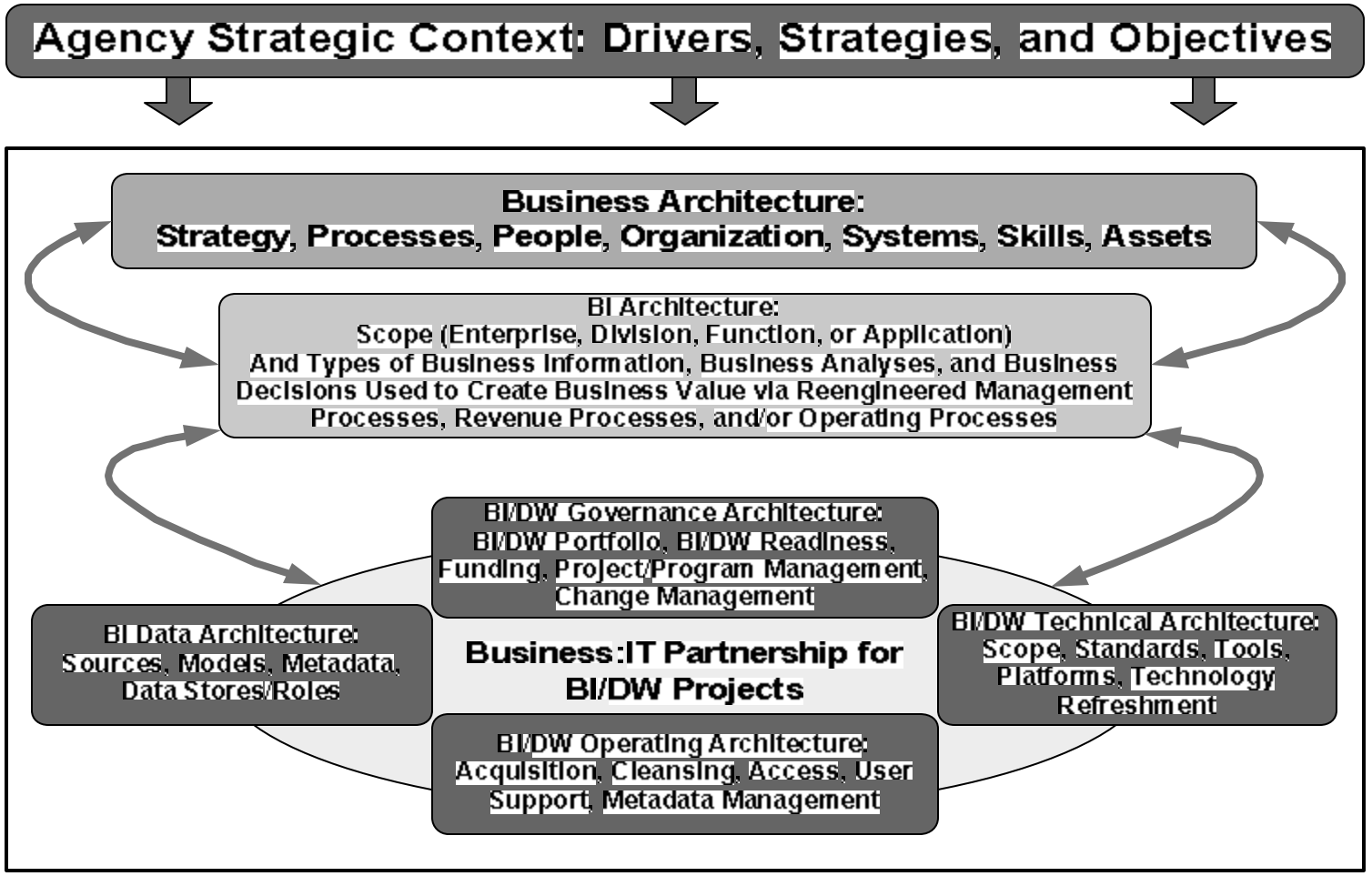
BI, DW & the PMA
Formulating a Roadmap



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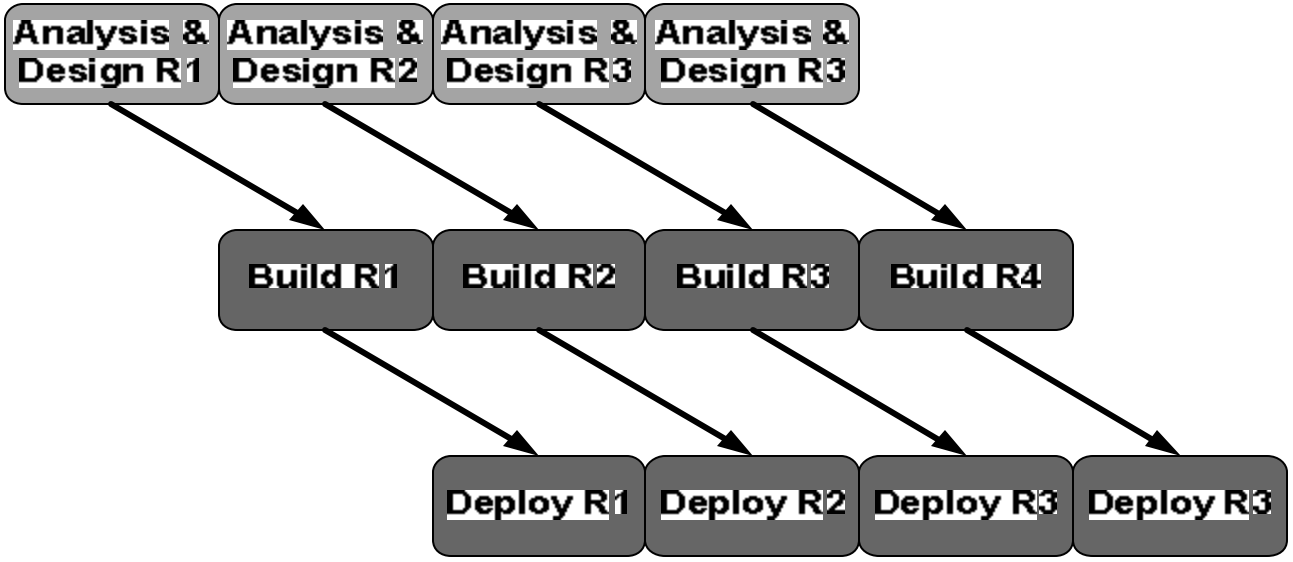
BI, DW & the PMA
Formulating a Roadmap

1H05	2H05	1H06	2H06	1H07	2H07	1H08	2H08	1H09	2H09

Time-Boxed Iterative Releases



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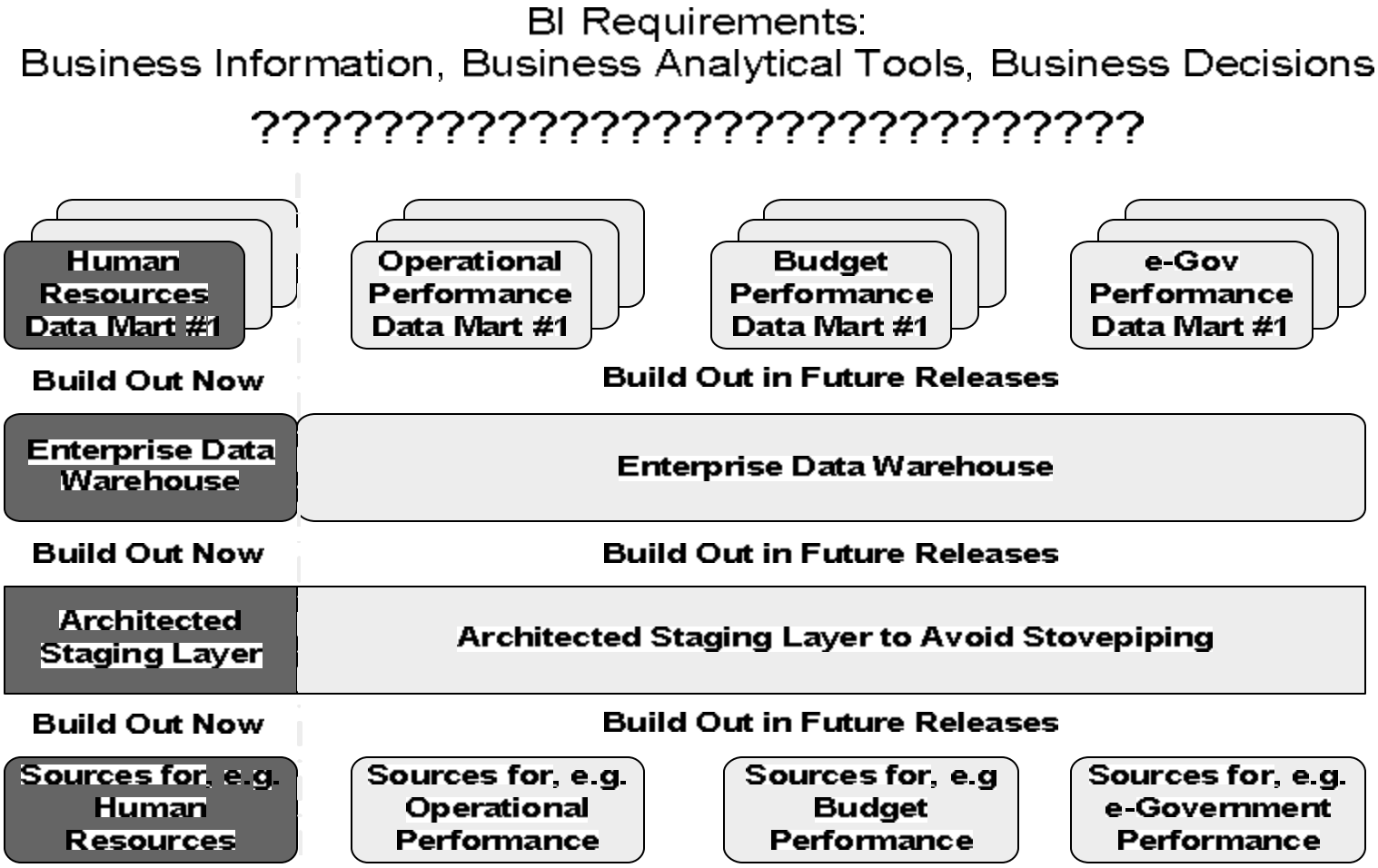

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BI, DW & the PMA
Common Roadblocks to Success

- Lack of business-driven strategic vision and roadmap
- Underinvestment in requirements
- Legacy IT systems vs BI/DW methods and approaches
- IT resistance to technical change
- Business resistance to process change
- Data integration challenges

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BI, DW, and the PMA
Summary

- Improved government performance requires better information, analytical tools, and decision support tools
- BI and DW are the appropriate technologies in many cases
- Government-centric BI/DW development methodologies work

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